

FIGURE 1a

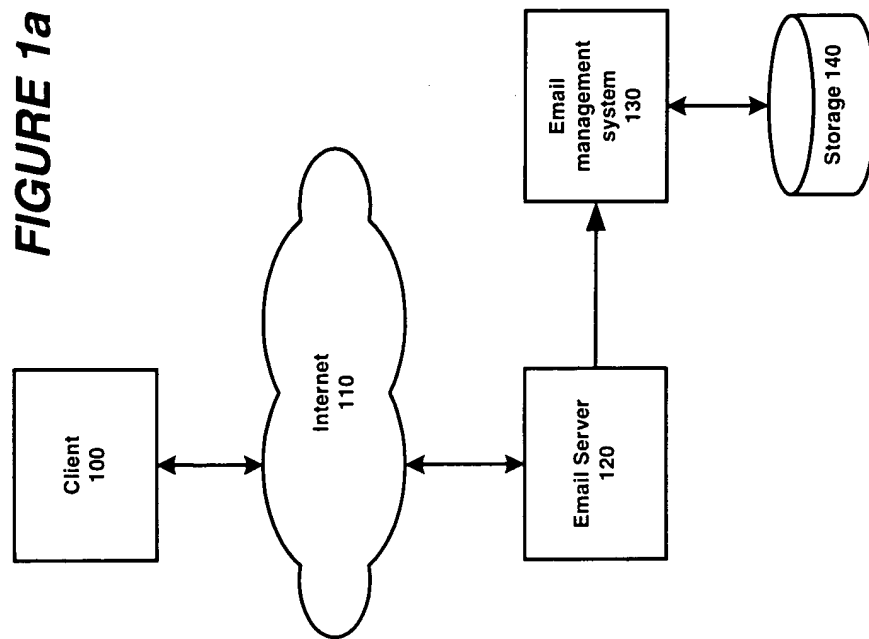


FIGURE 2

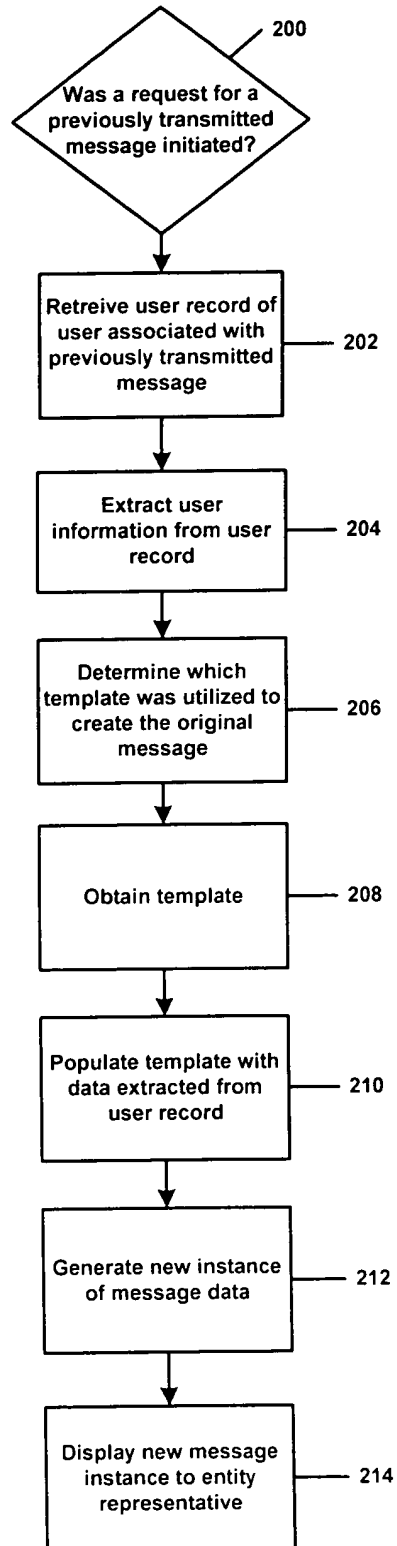


FIGURE 3

Customer Search - Netscape

File Edit View Go Communicator Help

Bookmarks Location: http://trebek:82/cs/default.asp What's Related

stamps.com Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Hi IA1,

Enter as much information as possible in one or more fields.

Customer Search:

Last Name	smith	306
First Name		307
Phone #		308
User Name		309
Email Address		310
Account #		311
Customer ID		312 (Decimal)

Search 313 Clear 314

300

008F07 "T64F6960

302

304

FIGURE 4

Customer Search Results - Netscape

File Edit View Go Communicator Help

Bookmarks Location: http://trebek82/cs/results.asp What's Related

stamps.com Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Home | Search

	421	421	421	421	421	421	421
	Last Name	First Name	User ID	User Name	Email	Phone #	Account #
401	Smith	Jon	5900031	test01	silkstamps@yahoo.com	(949)555-1212	17000019
402	Smith	Jon	5900363	sdct1	sdct01_us@yahoo.com	(949)555-1212	17000356
403	Smith	Jon	5900369	sdctesting1	sdct01_us@yahoo.com	(949)555-1212	17000357
404	Smith	Jon	5900443	sdct11	sdct01_us@yahoo.com	(949)555-1212	17000431
405	Smith	Jon	5900444	sdct12	sdct01_us@yahoo.com	(949)555-1212	17000432
406	Smith	Jon	5900445	sdct13	sdct01_us@yahoo.com	(949)555-1212	17000433
407	Smith	Scott	5900447	scotto	ssmith@stamps.com	(310)581-7630	17000435
408	Smith	Jon	5904567	will	silkstamps@yahoo.com	(949)555-1212	17004551
409	Smith	Jon	5904610	sdctesting123	silkstamps@yahoo.com	(949)555-1212	17004594
410	Smith	Jon	5904731	sdct9999	silkstamps@yahoo.com	(949)555-1212	17004689
411	Smith	Jon	5904732	sdct9998	silkstamps@yahoo.com	(949)555-1212	17004690
412	Smith	Jon	5904733	sdct9997	silkstamps@yahoo.com	(949)555-1212	17004691
413	Smith	Jon	5904734	sdct9996	silkstamps@yahoo.com	(949)555-1212	17004692
414	Smith	Jon	5904736	sdct9994	silkstamps@yahoo.com	(949)555-1212	17004694
415	Smith	Loren	5904738	lsmith	junk@stamps.com	(310)555-1212	17004696
416	Smith	Jon	5904799	sdct	silkstamps@yahoo.com	(949)555-1212	17004756
417	Smith	mike	5904834	miky	inirshberg@stamps.com	(310)324-5698	17004791
418	Smith	Jon	5904944	sdct9995	silkstamps@yahoo.com	(949)555-1212	17004901
419	Smith	Jon	5904952	sdct9980	silkstamps@yahoo.com	(949)555-1212	17004909
420	Smith	Scott	5904971	Tazman	ssmith@stamps.com	(212)555-1212	17004929

1 - 20

FIGURE 5

CS profile - Netscape

File Edit View Go Communicator Help

Location: http://trebek82/cs/Profile.asp?cn=005a0850

What's Related

stamps.com Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

CS Home | Search | Customer Profile | Postal License | Email History | Close Account
Account Credit | Postage Transaction History | Account Status History | Reset Password

508

Last Name	Smith	First Name	Jon	Middle Name	D
User Name	sdct1	Customer ID	5900368	Account #	17000356

502

Account Status

Account Status	Active	Date	3/29/2000 GMT
Status Reason	OK		
Available Balance	\$219.01	Total Postage Purchased	\$220.00
Last Print Date	4/11/2000 00:42 GMT	Total Stamps Printed	3
Initial Free Postage	0	Free Postage Expiration Date	N/A
Available Free Postage	0		
License Status	License Approved		
QA Postage Status	Not Received	Next QA Postage Due	4/3/2000 GMT
Service Plan	Simple Plan 0009	Next Statement Date	11/1/2000 GMT
Resubmission Required	Yes		
Card Holder Name	John D. Smith	Card Number Last 5	99999
Card Type	Visa	Expiration Date	02/2001

504

Contact Information

500

506

Company Name

Title Software Engineer

Billing Address 100 TECHNOLOGY DR

Billing City IRVINE State CA ZIP 92618

Email sdc01_us@yahoo.com Last 4 SSN: 6789

Phone # (949)555-1212

Fax # (949)555-1313

Comment:

☐ Send Marketing Material

☐ This is a demo account

Submit

Document: Done

00691791-101800

FIGURE 6

CS: Email History - Netscape

File Edit View Go Communicator Help

Bookmarks Location: http://trebek:82/cs/EmailHistory.asp?cn=005a0850 What's Related

stamps.com **Customer Support**

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

CS Home | Search | Customer Profile | Postal License | Email History | Close Account
Account Credit | Postage Transaction History | Account Status History | Reset Password

Last Name	Smith	First Name	Jon	Middle Name	D
User Name	sdc01	Customer ID	5900368	Account #	17000356

602

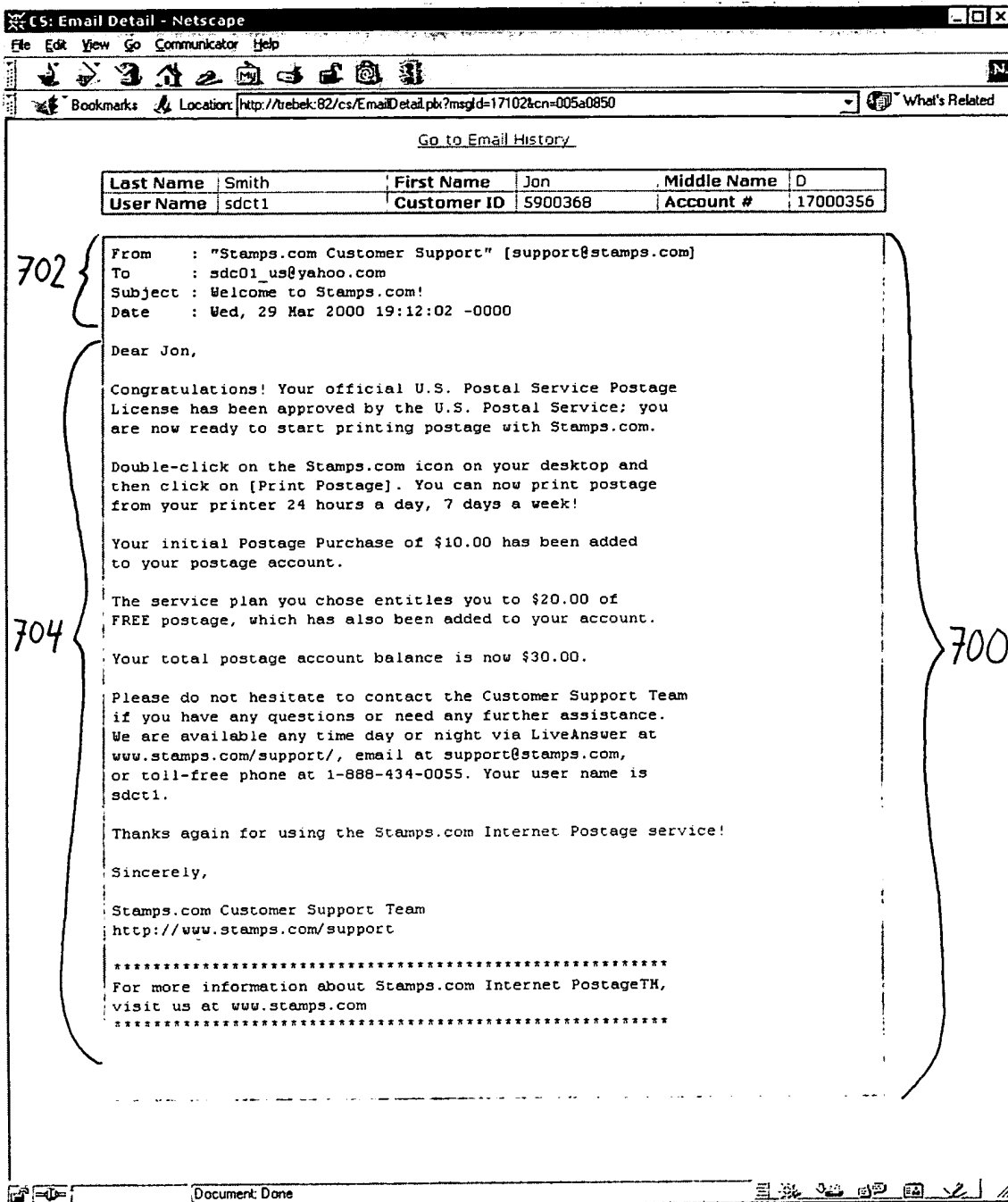
Email History

STATUS	FROM	TO	SUBJECT	DATE
Sent (Not Confirmed)	"Stamps.com Customer Support" [support@stamps.com]	sdc01_us@yahoo.com	Welcome to Stamps.com!	3/29/2000 19:14 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:12 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:19 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:51 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Change in Service	4/7/2000 00:33 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:42 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:49 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:20 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:21 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:35 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Account Statement - 05-03-2000	5/4/2000 01:16 GMT

Document Done

005917110500

FIGURE 7



008707 FEB 2000

FIGURE 8

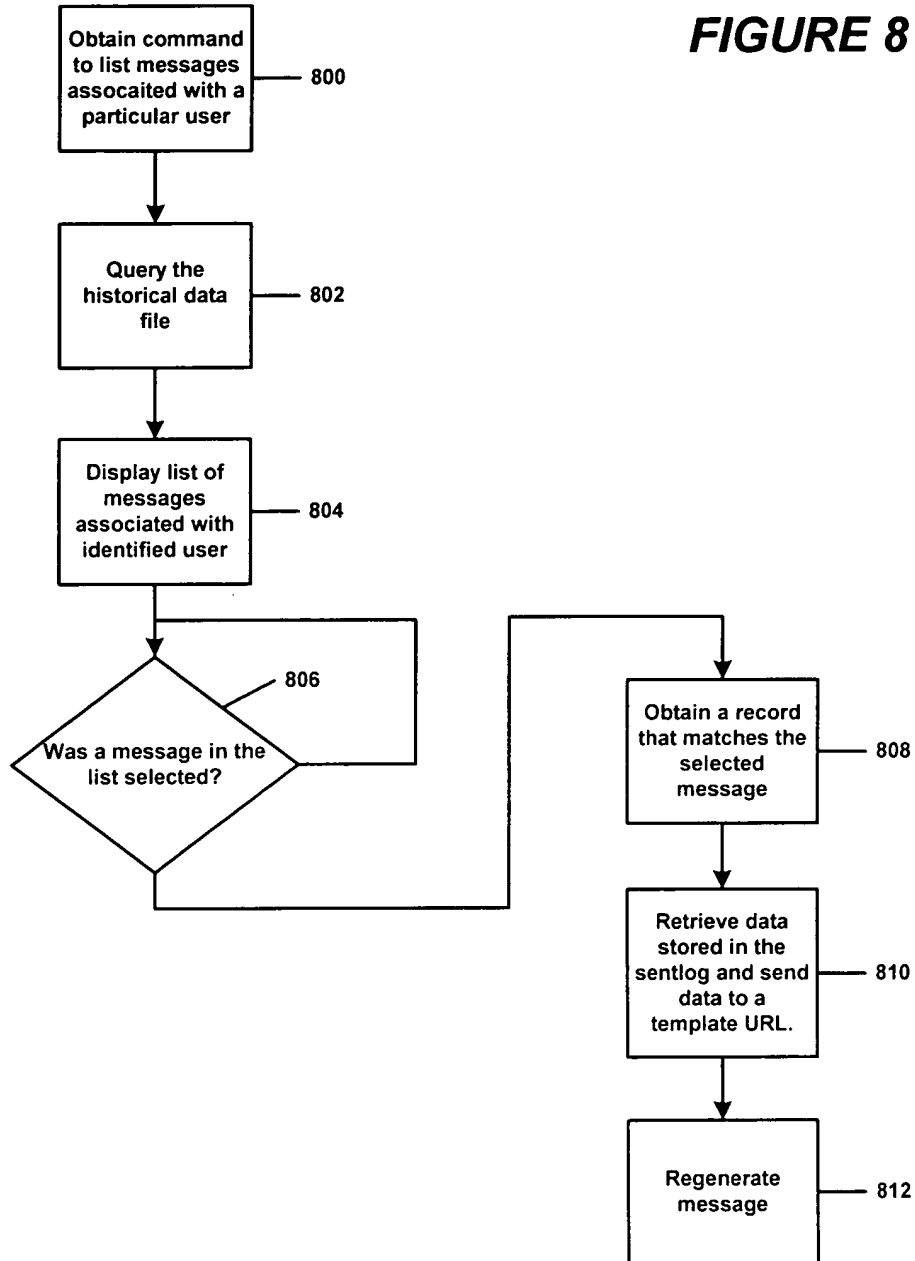


FIGURE 9

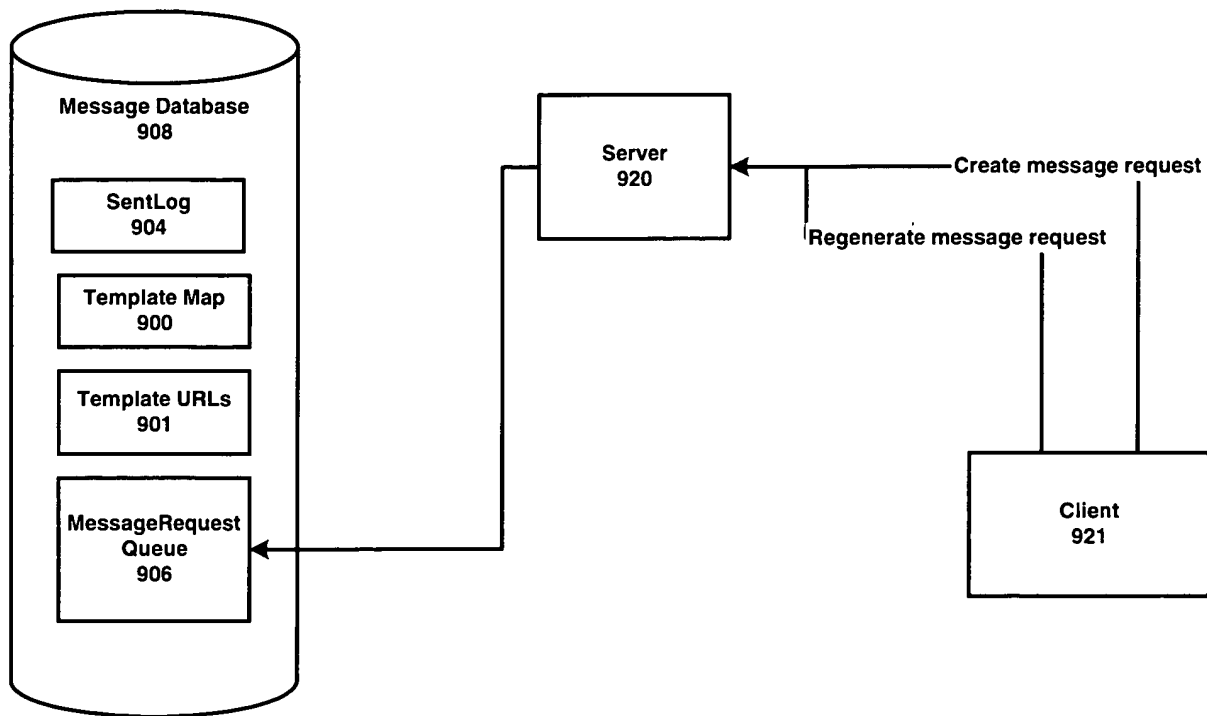


FIGURE 10